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CIMS SUPPLEMENT

WE ARE MOVING!

During the move of the State WIC Office, July 22nd through July 25th, 2005, WIC Helpdesk support will be interrupted. Please continue to call the following numbers: 1-888-457-2467 for Western Washington and 1-800-942-2484 for Eastern Washington. Please be prepared for some delay as we make this transition.

Your Friendly Helpdesk Staff.

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Why Does the Care Plan on the Flowsheet Only Have Future Dates?

Sometimes after completing a Transfer In (TI), the Flowsheet Care Plan is blank, and clicking [New] inserts a line for a *future* month (not this month), or the Care Plan starts 3 months in the future. Why does this happen?

This problem only occurs when a Prescreen is completed before the TI. We don't know why it happens, but we do have a fix.

Work around: After completing the Prescreen, select and save an appointment type (TI) for the current month in the Flowsheet Care Plan. Save.

If the client's Care Plan is blank or already has only future dates, it can be fixed.

1) Delete all appointment types and notes from the Care Plan. Save.
2) Click [New] and a new line with this month's date appears.
3) Add an appointment type or a note to the current month. Save.
4) By selecting [New] again, a new line for next month will appear.

Careful When Using Replace Non-CIMS

It is possible, though against policy, to use Replace Non-CIMS checks to issue checks for a client who's benefit period is expired. We recently discovered a client whose certification ended in November 2004 who had been issued a full set of checks for March 2005. That's right, CIMS won't stop you. Please remember to only issue checks to clients who have a current certification and are entitled to have their checks replaced. For more information please call Ingrid Hansen at 1 (800) 841-1410 extension 3658.

PLEASE TAKE ACTION

CIMS Administrators: Please take a moment to update the Staff Directory in CIMS.

Filling out complete information about your staff, such as their role in WIC, assists the state office in making decisions that effect local WIC staff.

1) Staff who are no longer working at the clinic should be marked as "Inactive," Staff titled "MSS" or other roles should be made inactive if they are not being used.

2) Review the "Staff Roles" tab and identify *all* active staff, i.e. if the staff person is a Nutritionist who certifies, select both "Nutritionist/RD" and "Certifier," or if the clerk now also certifies, please select both roles.

If you need assistance making updates please call the Helpdesk.

A Group = 7 Clients

The question is not how many humans can you fit into a Volkswagen Bug; the question is how many clients (client files) can you fit into a CIMS group?

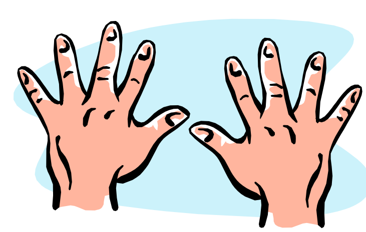
CIMS is designed to have up to seven clients within a caregiver's group. If there is an 8th client that needs to join the group, the following steps should be taken:

1) Find a client in the group who is over five years of age.
2) Highlight their name.
3) Select "Client" on the menu bar and choose "Create New Client Group."
4) Put in the same caregiver's last name, but add a "Z" in front of the last name. Save this information.
5) Move all the other clients (one at a time) who are over the age of 5 into the new group by highlighting their name, selecting the "Client" menu choice and choosing "Switch groups." Don't forget the caregiver now has a Z in front of their last name.
6) Now add the new client to the original caregiver's group.

BUG: If a client is transferred onto the program by using the Transfer In wizard, and they are added to a group which already has seven members, CIMS will allow more than seven clients in a group. The Flowsheet will only show seven members even though you have 8 clients in the group. An error message will appear when you try to go into the Flowsheet. Call the Helpdesk.

Let Us Count the Ways...

to *view* client information. Many times staff use "Change Cert Info" to *view* information on a client. However, this could result in accidental changes to the certification. Use "Certification History and Report," to safely view a client's certification record.



Appointment or Contact History are also available for viewing client information (depending on the information desired to be reviewed).

Breastfeeding Data

When you enroll or certify an infant, Client Services provides fields to document the breastfeeding status and to capture the “date formula or milk was introduced,” and “solids were introduced.”

Client Services *does not* transfer the infant custom tab information to the child’s custom tab when the infant is recertified as a child. Some staff in preparation for the Child certification obtain the information from the Infant custom tab to fill in the Child’s custom tab. Re-entering the information makes it visible on all future RC custom tabs and could be helpful for the certifier for meeting the needs of the WIC client. Other staff ask caregivers the information again during the recertification.

Since the breastfeeding data collected for the breastfeeding report comes from *either* the Infant or the Child’s custom tab, it is necessary to have *either one* of those tabs thoroughly completed. If staff choose to complete the Infant tab only, it will be important to document information on this tab up through the one year certification. Sometimes a breastfed infant receives formula after the Health Assessment has been completed. The change to formula should be captured on the Infant custom tab, “date formula or milk was introduced.”

Best practice: Since information tends to be more accurate if gathered closer to the time of the activity, it is best to document on the Infant custom tab.

An infant’s category *does not* automatically change to a child’s category when the infant turns a year old. They must be recertified as a child when that certification period is expired.

Did you know that you have to highlight the income line from an earlier date to see the residency and income documentation from an earlier date?

Getting to Know You

Larry Boatright has been with the Helpdesk approximately 2 years. He likes his work at the Helpdesk because he enjoys solving problems. “It’s an added challenge that most of the computers I work on are very far away, so that keeps my work interesting.” He also states that he is “proud of what WIC does.”

Larry’s primary hobby is working on an old house he just purchased. He is a non-practicing musician, likes to run, swim, and cook. He also has a cat; his name is Joey Joe Joe...but Larry always wanted a dog, which has caused his cat to have a bit of an identity problem.

Twenty-seven years ago this month (July), Larry was born in San Bernardino, CA, but he grew up in Olympia. We still consider him one of the “young” ones on the WIC campus. Happy Birthday Larry!

Adding a Retailer

During this time of year, clients go to visit family or friends who live in another area of our state. Client's may request to have their checks issued for a store in the visiting area. This can be easily done even if the store is on the other side of the state! Just add the retailer to your dropdown selection on the Print Checks tab by following these steps:

- Choose the "Preferences" selection under Site on the menu bar
- Choose the "Retailers" tab
- Use the drop-down box on the right to find the county in which the store is located. Once the county is selected, the stores in that county will be available for choosing.
- Highlight the desired store name in the top box and select "Include" to move the selection into the box below.
- Save the change.

Once you have closed this window, the store will now be available in the drop-down box of store selections on the Checks Tab. It will display alphabetically after the first ten stores.

NOTE: The Check Pickup tab needs to be closed for the client while adding the retailer in Preferences. Otherwise you will not see the newly included store once it has been added and saved.